

Initial VoiceMail Setup

From your Nextera Phone:

1. Dial Access Code *86.
2. When prompted, enter a PIN of your choice, then [#]. Re-enter PIN for confirmation.
3. When prompted, record your name, then [#].
4. When prompted, choose a greeting (follow voice prompts to record a personal greeting or select a system-generated greeting).

Checking VoiceMail

From your Nextera Phone:

1. Dial Access Code *86 (or the 'Messages' button on your Polycom phone).
2. Enter PIN, then [#].
3. Press [1] from the menu to review messages.

From any phone:

1. Dial your telephone number.
2. When you hear your voicemail greeting, press [*].
3. Enter your PIN, then [#].
4. Press [1] from the menu to review messages.

VOICEMAIL MAIN MENU

- [1] REVIEW MESSAGES
- [2] RECORD / SEND MESSAGES
- [3] GREETINGS MENU
- [4] MAILBOX SETTINGS
- [6] REVIEW ERASED MESSAGES
- [0] HELP
- [*] EXIT

NOTE: ALL MENU ITEMS DESCRIBED IN GREATER DETAIL BELOW

[1] REVIEW MESSAGES

- [1] Play Message Again
- [2] Save Message & Go To Next
- [3] Delete Message
- [4] Reply (if allowed)
- [5] Forward to Another Nextera User
- [6] Increase Volume¹
- [7] Decrease Speed of Playback¹
- [8] Pause / Resume Playback
- [9] Increase Speed of Playback¹
- [11] Return to Previous Message
- [66] Hear Date & Time, Callers Name/Nbr
- [77] Skip Back 5 Seconds
- [99] Skip Forward 5 Seconds
- [#] Leave Msg as New and go to Next
- [*] Go Back to Main Menu

¹ can be repeated for incremental changes but not in quick succession

[2] RECORD / SEND MESSAGES

Enter Telephone Number or Group List Number of person(s) to receive message, then [#]. *(Must be another Nextera subscriber.)*

Enter additional telephone numbers, then [#].

After tone, record your message, then [#].

Announcement that Message Recorded

- [1] Hear Delivery Options
 - [1] hear message again – recording played back
 - [2] send as urgent (recipient hears your message before other non-urgent messages).

- [3] send as private (recipient cannot forward message)
- [4] re-record
- [7] add or remove recipients
- [9] establish future delivery (establish delivery for up to 1 year in the future)
- [#] send message as is
- [*] cancel message
- [#] Send Message Without Hearing Delivery Options

[3] GREETINGS MENU

- . **Personal Greeting:** Greeting that you create the first time you enter your mailbox.
- . **System-Generated Greeting:** Computerized System Greeting.
- . **Internal Greeting:** If member of a Business Group, The Greeting played when other members call you.
- . **Extended Absence Greeting:** To play when you are out of the office for a long period of time.
- . **Out of Hours Greeting:** Plays during the times when you are not in the office.

RECORDING GREETING FOR FIRST TIME

(The first time any type greeting selected, an announcement will prompt for a new Greeting)

Record Greeting, then [#].

Playback Occurs:

- [1] Accept As Is
- [2] Re-record
- [3] Exit Without Saving Changes

CHANGING A GREETING:

Record new greeting at prompt, then [#]

Playback Occurs

- [1] Accept As Is
- [2] Re-record
- [3] Exit Without Saving Changes

MAIN GREETINGS MENU:

- [1] Personal Greeting
 - [2] Extended Absence Greeting
 - [3] System-Generated Greeting
 - [6] Out of Hours Greeting
- {see detailed instructions for managing each greeting type on next page}*

[3] GREETINGS MENU (CONT'D) – Options After Selecting Greetings Menu

[1] Personal Greeting

- [1] Change Greeting (see “Changing A Greeting”)
- [2] Manage Internal Greeting
 - [1] re-record (see “Changing a Greeting”)
 - [2] turn on / off
 - [*] exit without changes

[2] Extended Absence

- [1] Turn On / Off
- [2] Review / Change Greeting
 - [1] re-record
 - [*] exit without changes
- [3] When Extended Absence On, Change To Accept Messages

[3] System-Generated

- After Announcement of Current Greeting
- [1] Confirm Use Sys-Generated Greeting
 - [1] include recorded name
 - [2] include telephone number
 - [3] neither name nor number
 - [4] review or re-record name
 - [1] re-record, then [#]
 - [*] exit

[6] Out of Hours Greeting (main menu items highlighted)

[1] Turn On (then returned to Main Menu)

Once Turned On:

[1] Review / Re-record (see “Changing a Greeting”)

Announcement of Current Schedule

- [1] re-record (see “Changing a Greeting”)
- [2] leave as is
- [*] return to previous menu

[2] Review / Change Schedule

If using a Standard Schedule:

- [1] use another standard schedule (see ‘Standard Schedules’)
- [2] use custom schedule (see ‘Custom Schedules’)
- [*] exit

If using a Custom Schedule:

- [1] use a standard schedule (see ‘Standard Schedules’)

If using a Custom Schedule (cont'd):

- [2] review or modify custom schedule (see ‘Custom Schedules’)
- [*] exit

Standard Schedules:

- [1] Mon-Fri, 9a-5p, excl holidays
- [2] Mon-Fri, 9a-5p, inc holidays
- [3] Mon-Fri, 8a-4p, excl holidays
- [4] Mon-Fri, 8a-4p, inc holidays
- [*] exit without changes

Custom Schedules:

- [1] review current schedule
- [2] modify current schedule

Press number of day to change (Mon=1, Tues=2, etc)

- [1] add new period

Set Start and End times in 24-hour format. For example, entering 0830 will set starting time to 8:30am.

Announcement of day and times selected

- [1] use schedule as announced
- [2] change times

Announcement if copy schedule to another day

Press number of day to change (Mon=1, Tues=2, etc)

- [2] change or delete schedule

- [1] change
- [2] delete
- [#] select next period
- [*] exit without deleting

- [9] Clear schedule for every day of the week

- [1] Confirm

- [*] Return to Previous Menu Without Making Changes

[3] Turn Greeting Off

[4] MAILBOX SETTINGS

[1] Group Lists

[1] Add New Group List

Enter an available number, then [#]

Number plays

- [1] accept
- [2] select another number

After tone, record a name, then [#]

- [1] save
- [2] new name
- [3] continue without saving

[2] To Edit an Existing Group

Enter List Number, then [#]

- [1] add members

Enter number of another list or telephone number, then [#]

Name plays

- [1] add person or group list
- [*] change number
- [**] cancel

- [2] Remove members

First member's name plays

- [1] remove member
- [#] keep member and go to next
- [*] finish removing members

- [3] Removing Group List

Confirm deletion of list

- [1] delete the group list
- [*] cancel and keep list

- [4] Listen to Existing Group Lists

- [5] Recording a Name

After tone, record name, then [#]

- [1] save

[3] Review Existing Groups

. Groups Identified

- [1] go to edit groups
- [#] next list

[4] MAILBOX SETTINGS (CONT'D)

[2] Hands Free and Timesavers

[1] Change Autoplay of Standard Message

[2] Change Autoplay of Urgent Messages

Announcement identifies whether playback activated

[1] switch voicemails on / off

[*] exit without changes

Announcement states new setting

[1] confirm

[*] exit without changing

[3] Change Playback of Message Header and Body

[1] Playback Message Header On / Off

Announcement to Confirm

[1] confirm

[*] exit without changing

[2] Playback Message Body On / Off

Announcement to Confirm

[1] confirm

[*] exit without changing

AutoPlay: Autoplay feature goes directly to your messages after log-in. No additional key presses.

Message Header: The time and date of each message is always recorded when a message is left for you. You can choose whether the message header is played before each message.

Message Body: The content of your messages. You can choose to prevent automatic playback.

[3] Security Options

[1] Change PIN

At prompt, enter new PIN, then [#]

At next prompt, re-enter PIN, then [#]

[3] Skip PIN

[1] switch setting

[*] keep as is

Skip PIN: When calling from your Nextera phone, Skip PIN will alleviate necessity to enter PIN. Warning: This feature saves time but reduces security of your account as anyone with access to your phone will be able to listen to your voicemails.

[6] Additional Settings

[1] Add/Change Attendant Number
(Callers will receive option to dial 0 for the Attendant)

If already entered, current attendant number announced.

If new:

[1] Enter new attendant number, then

[#].

[6] MANAGING ERASED MESSAGES

[#] At any time while listening to erased messages, skips to next message.

Erased Messages play in order

Same options as 'Review Messages' except:

[2] restores message

[3] permanently deletes message

[0] HELPFUL HINTS

[#] Step Forward One Hint

[1] Return to First Hint

[*] Return to Mailbox Settings